

SERVICE MANAGEMENT PROGRAM, METHOD, AND  
APPARATUS FOR HOTEL FACILITIES

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ABSTRACT OF THE DISCLOSURE

10       The present invention provides a service management  
program, method, and apparatus for hotel facilities in  
order to ensure that the present service conditions of  
the hotel facilities are always obtained at the account  
places of the hotel facilities so that the most suitable  
services are offered to the guests of the hotel when the  
15       guests visit the hotel facilities. The service management  
program executes a room-number-input step of obtaining  
and inputting the room number of a guest when the guest  
visits the hotel facility; a lodging management system  
conjunction step of transmitting the room number of the  
20       guest to a lodging management system to obtain  
information about the guest concerned; and a service  
indication step of comparing a service management table  
with information about the guest, and of indicating a  
service suitable for the guest's attributes. The service  
25       management method comprises all of the above steps, and  
the service management apparatus includes the above  
program.